

Meter Reader - 1401

Primary Reason Why Classification Exists

To perform semi-skilled manual work locating and reading municipal electric and water meters

Distinguishing Features of the Class

An employee in this class operates a motor vehicle and travels throughout the City of Newton to obtain readings from residential, commercial, and industrial water and electric meters. Emphasis of the work is on locating meters and making and recording accurate readings. Routine daily work assignments are performed with a considerable degree of independence and the employee is expected to follow defined routes and make complete readings. Work is supervised by an operations or administrative superior and is evaluated on the basis of completing routes, accuracy of readings, and customer service.

Essential Duties

- Uses hand held meter reading device to locate and read electric and water meters on assigned routes and records usage
- Turns on or cuts off service as directed; leaves notice of actions taken with property owner; places notice on doorway of residences or businesses if owner is unavailable
- Reports meter condition and submits information to supervisory personnel for repair or replacement; may be assigned to perform routine or minor maintenance on meters
- Keeps records of meters read and reports meters not accessible for reading
- Ensures meters and visible plumbing or electrical connections are installed and functioning properly; reports defects and prepares update forms to report changed field conditions
- Documents complaints or questions from citizens and business owners and refers to supervisory staff for resolution
- Responds to customer inquiries and instructs customers in the proper reading of meters
- Helps set up new accounts; assists staff with problems on accounts
- Obtains special readings and rereads meters as required
- Responds to emergencies when required and subject to call back
- Performs related tasks as required

Knowledge, Skills, and Abilities

- Knowledge of tools, materials, techniques and practices needed to read meters
- Knowledge of basic mathematics and English grammar and composition to ensure accurate readings and record and report findings or complaints
- Knowledge of effective communication techniques to interact with various individuals
- Knowledge of work place safety practices required when performing work in the field and on private property
- General knowledge of the geography and street locations of the City
- General knowledge of the methods and procedures involved in the computerized reading of meters and recording consumption
- Ability to understand and follow instructions
- Ability to use automated reading devices and hand tools
- Ability to communicate with the public, both orally and in writing if required; ability establish

and maintain effective working relationships with the public and coworkers

- Ability to operate a motor vehicle, work independently, and complete defined routes for service
- Ability to report unusual or safety conditions related to the reading of meters

Physical Requirements

Work is generally medium work exerting up to 50 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a moderate amount of force frequently to move objects.

Employee is required to have close visual acuity to prepare and analyze data and figures, take and record readings of water meters, perform visual inspection of small defects and parts, and use measurement devices. Physical requires include walking, bending, stooping, leaning, and other bodily movements required to gain access to and read water meters.

Working Conditions

Employee is subject to predominantly outside working conditions. Employee is subject to noise which may cause the employee to shout in order to be heard above the ambient noise level.

Employee is subject to atmospheric conditions such as fumes, odors, dusts, mists, gases and work is subject to varying weather conditions including temperatures below 32 degrees F and above 100 degrees F. Employee is required to work in narrow passage ways and on private property to record meter readings. Employee is subject to contact with unchained animals and potentially hostile property owners or renters.

Education and Experience

Graduation from high school or GED equivalency and some experience in reading and maintaining utility meters is desired.

Special Requirements

Valid North Carolina Driver's License

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.